

SC CUSTOMER INFORMATION ADVISORY GROUP MEETING SUMMARY

July 11, 2001

Agenda Items

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Strategic Plan (Griffin)
- Performance Measure Report (Griffin)
- SCIP Training and Rollout (Centeno)
- Electronic Information Management (Hughes/Yonder)

Action Items

Status of Previous Action Items	Status
Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video-teleconferencing. (Baker/Griffin)	Draft service level agreement has been completed and forwarded to SC-30 for review. An update will be provided within the next two weeks.
Provide requested changes to FY02-06 Strategic Plan and report changes to Oyler, Bolton and Dilworth. After their acceptance, e-mail to CIAG for approval. (Griffin/Kruse)	Griffin/Kruse met with the CIAG subgroup and will produce a new draft for their review by 7/12. Griffin will provide the final draft to the CIAG for approval at the 7/18 CIAG meeting.
Follow up with CIO to see what their plans are for upcoming phone system technology (as related to SC conference facility upgrades). (Griffin)	Sent E-Mail to the CIO on 7/9. Will provide an update when response is received.
Provide update on request to the CIO's office to include Field Offices in Outlook's global directory. (Griffin)	Griffin contacted CIO organization and learned that the Field Offices can be added for a cost of \$50-100K. The CIAG recommended that no funding be provided at this time, but that Griffin keep this action in mind and encourage the CIO to develop a DOE-wide project to accomplish the task.
Provide cost estimate for outsourcing 10,000 page scanning request. (Kruse)	A work sample has been given to the outsource company. An estimate will be brought to the CIAG as soon as it's available.
Schedule SCIP Training/Rollout for further discussion at an upcoming CIAG meeting. (Centeno/Rice)	Completed.

New Action Items from July 11, 2001 CIAG Meeting	Assigned To
Present a three-year trend analysis of calls to the SCSC at the next CIAG meeting.	Baker
Discuss coordination/dissemination of information and guidance for SC Webmasters at next CIAG meeting.	Borchelt/Burris
Poll Windows 2000 pilot participants who were unable to attend 7/10 review meeting to determine if they approve the SC-wide rollout of Windows 2000 beginning on 7/16.	CIAG

At the next CIAG meeting, provide names of users to test SCIP prior to SC-wide rollout.	CIAG
Consult OAs on SCIP training and rollout, especially regarding any possible change of roles.	Centeno/Hughes
Provide CIAG members with a list of Windows 2000 pilot participants who need to be contacted, inform CIAG members of poll results via e-mail, and request their approval to proceed with rollout.	Griffin
Provide a revised draft of the FY02-06 Strategic Plan to the CIAG subgroup for review and approval and provide final draft to the CIAG for approval at 7/18 meeting.	Griffin/Kruse
Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video-conferencing.	Griffin
Provide an update on the cost estimate for outsourcing a 10,000 page scanning request once scanning specifications are provided by the individual who made the request.	Kruse

Additional Discussion

Support Center Items

Windows 2000 Pilot/Rollout: Brent Baker noted that the second meeting of the Windows 2000 pilot participants was held on July 10 and that the participants voted to proceed with the Windows 2000 rollout for all SC HQ. The CIAG members requested that SC-65 poll pilot participants who did not attend the July 10 meeting to get their approval. It was agreed that Ted Griffin would send an e-mail to the CIAG members attaching a list of pilot participants who did not attend the July 10 meeting. The CIAG members agreed to contact those individuals to determine their views and respond to SC-65 by 3:00 p.m. on July 11. Griffin indicated that we would inform the CIAG of the poll responses via e-mail and request CIAG concurrence to seek IM Board approval of the rollout.

Performance Measures

Ted Griffin summarized the June performance measures noting that the measure for the percentage of "Helpdesk-Medium" calls resolved within four hours was normalized to exclude Windows 2000 calls. Griffin indicated that the measures were down in June in part because two phone analysts were pulled out of the Support Center to work on the Windows 2000 pilot. In response to a question about the increasing number of calls to SCSC, Baker noted that summer is traditionally the busiest time. He offered to bring a three-year trend analysis to the next meeting.

SC Intranet Portal (SCIP) Training and Rollout

Kathi Centeno presented the proposed rollout plan for SCIP, noting that testing is planned to be completed by August 17, with rollout scheduled for the Labor Day weekend. The CIAG requested that user testing be carried out as well. The CIAG also requested that the OAs be informed and consulted, especially regarding any change in roles. Centeno and the CIAG agreed that identification of appropriate users to test SCIP prior to rollout should be on the agenda for the next CIAG meeting.

Other Items

Dean Oyler raised a concern about the need for a single point of contact in SC to coordinate and disseminate information/guidance of interest to all SC webmasters. He cited a NIST conference on Best Practices for Communication of Science and Technology to the Public (scheduled for September 23-25) as an example of the kind of information that should be communicated to all web masters. Peggy Burris volunteered to have Rick Borchelt address this issue at the next CIAG meeting.

Proposed 7/18/01 Meeting Agenda

- Point of Contact for Webmaster Coordination (Borchelt)
- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Strategic Plan (Griffin)
- Participants for SCIP User Testing (Centeno)
- Electronic Information Management (Hughes)

Meeting Attendees

Name		Organization	Contact Information
Dilworth-Chair	Greg	SC-14	3-2873
Burris-Co-Chair	Peggy	SC-1 & 5	6-7265
Rice-Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Centeno	Kathi	SC-65	3-5472
Clay	Mitzi	SC-65	3-3717
Corcoran	Joanne	SC-72	3-6488
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-31	3-5800
Jernigan	Lori	SC-64	3-5212
Kruse	Jason	SC-65	3-6592
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Yonder	Mike	SC-65	3-1212